

# **CTI Line Reset User Guide**

**NKUK-420**  
**Issue 1.0 ( June 2002 )**



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## REVISION CONTROL

Revision	Date	Change
1-0	June, 2002	Initial issue

## CTI Line Reset User Guide

The line-reset program is used to reset the TAPI/CTI state of the extension.

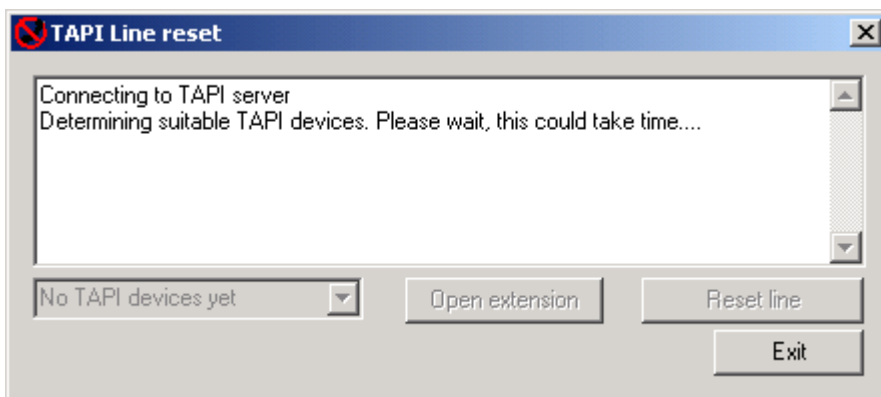
For example if the TAPI/CTI Application (e. g. ARC) shows call information when the extension has no call.

The line reset program is a single executable file, which can be copied to any machine. It can be run on the TAPI/CTI server on a TAPI/CTI Client locally or from the server, e. g. `\\server\c\lr.exe`.

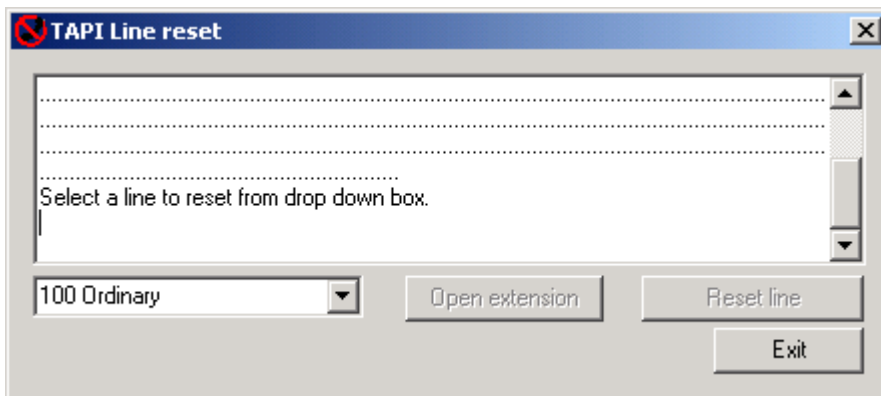
1. From the program location double-click on Lr.exe to open.



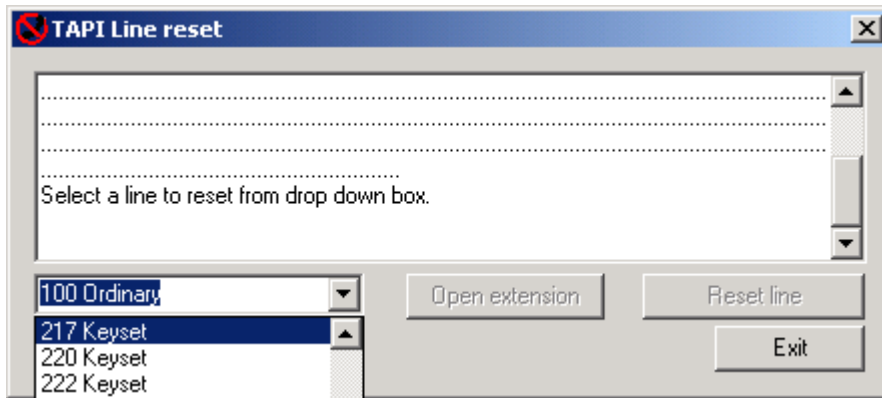
Lr.exe will open as below and retrieve information about extensions on the system.



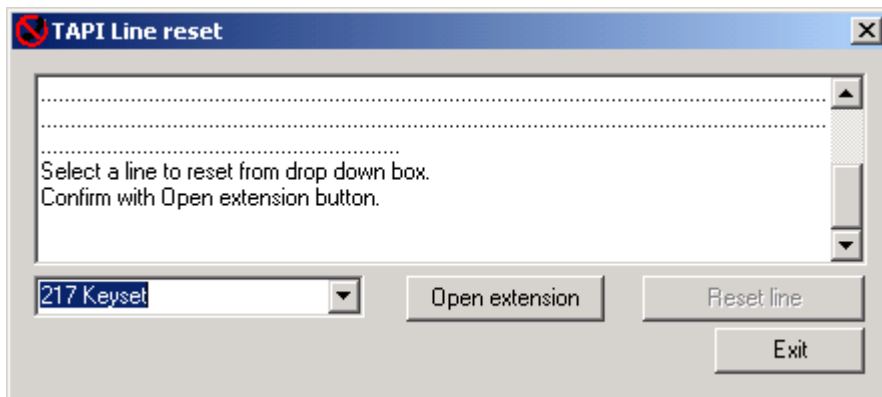
Once all information has been retrieved a message will appear requesting you to select a line.



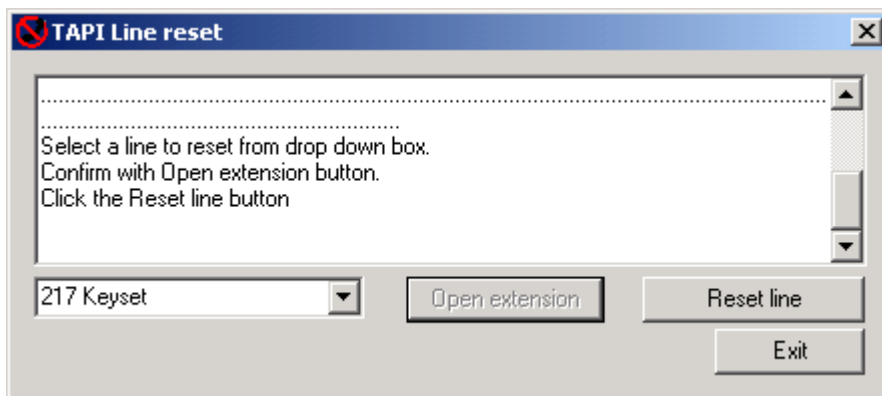
2. From the drop-down menu select the extension requiring a reset.



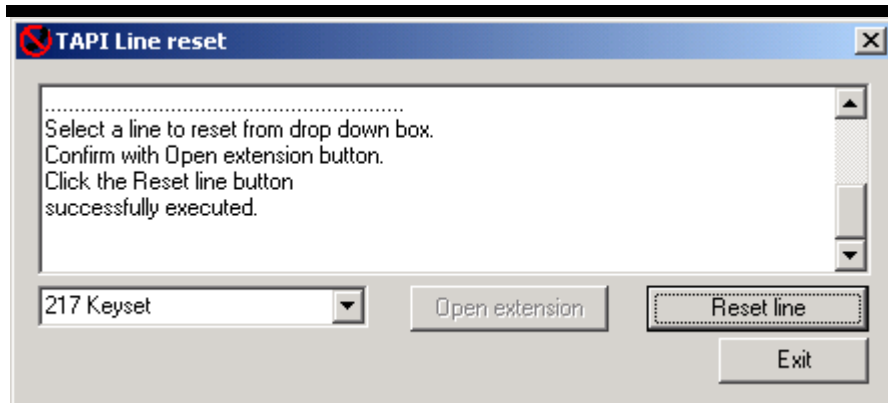
3. Once selected you will be prompted to open the extension. Click Open Extension.



4. Once opened click Reset line



Successfully executed is returned. The extension has now been reset.



For further extension repeat steps 2-4.